INFORMATION TECHNOLOGY BOARD (ITB)
MINUTES

December 10, 2013

Members or Designees present:
Shelia Hogan, Chairperson, Department of Administration; **Ron Baldwin**, State of Montana CIO, Department of Administration; **Susan Fox**, Legislative Services Division; **Mike Kadas**, Department of Revenue; **Tyler Trevor**, Commissioner of Higher Education; **Scott Darkenwald**, Department of Justice; George Parisot for **Pam Bucy,** Department of Labor and Industry; **Representative David Moore**, House District 9; **Julia Dilly**, Office of Public Instruction; **John Tubbs**, Department of Natural Resources **Jennie Stapp**, Montana State Library.

Guests present:
Bill Anker, Department of Natural Resources and Conservation; **Joe Chapman**, Department of Justice **Daniel Forbes**, Department of Public Human Services; **Jim Gietzen**, Office of Public Instruction; **Dan Chelini**, Department of Environmental Quality; **John Daugherty** Department of Corrections; **Evan Hammer**, State Library; **Larry Krause**, Department of Commerce; **Sandra Barrows**, Barrows Consulting; **Brittney Souza**, Arrow Solutions Group; and **Denise Patterson,** Northrop Grumman; **Jill Willhoite**, Montana Interactive; **Greg Olsen,** Legislative Audit; **Kent Rice,** Legislative Audit; **Tom Stockburger,** California Technologies; **Tim Bottenfield,** Department of Revenue; **Ken Anderson,** ACCELA; **John Dayton,** Department of Agriculture, **Linda Glatz**, Department of Administration and **Geoff Feiss**, Montana Telecommunication Association.

SITSD Attendees:
Tammy LaVigne, Lynne Pizzini, Kyle Hilmer, Warren Dupuis, Jenifer Alger, Anita Bangert, Miranda Keaster, Cheryl Pesta, and Cindy Petersen

Call to Order and Introductions - Shelia Hogan
Chairperson Hogan called the meeting to order at 10:03 a.m., welcomed the Board and audience to the December Information Technology Board meeting. Members and designees present introduced themselves.

Action Items
Minutes Adoption – December 6 Meeting - Sheila Hogan
Chairperson Hogan informed the Board that the October 1, 2013 meeting minutes have been approved. The motion passed unanimously.

Approval of Operating Procedures: Change meetings from bi-monthly to quarterly meetings. Suggested dates for year 2014: March 6th, June 5th, September 4thand December 4th.

Electronic Records Management - Request for Information - Anita Bangert
Ms. Bangert briefed the Board of the findings of the survey sent out in October on what the State is doing right now and what our future needs are. We received responses from 27 agencies and four local governments. This survey addressed five areas including Imaging, Electronic Content

Management, Electronic Records Management, Automated Workflow, and eForming Signature. The highlight was that 28 agencies and local government have some form of imaging system. The conclusion is that we need a full featured system.

A draft RFI is scheduled to be released December 17, 2013, with responses due back by January 10th, 2014, and the analysis will follow.

Discussion:
- Susan Fox, LSD – Will this include archiving and record retention?
- Anita Bangert, SITSD – The solution will include archiving and record retention capability.
- Tammy LaVigne – SITSD: This RFI will allow us to see what the agencies needs are and where we are going in the future for records management. House Joint Resolution 2 by Representative Hollenbaugh; there is a work group represented by several agencies that are coming together to study records management. There is limited enterprise policy and wide variable at the agency level with regard to policy practice and procedures regarding records management.
- Mike Kadas, DOR – Impressed by the agency response, but concerned about so few governments. Were schools included in this survey and where do we go from here?
- Anita Bangert, SITSD – We did not receive contact names. The next steps are to compile responses and recommendations for what should be done for the RFI. The ultimate goal is to come up with a solution for all agencies that encompasses features like retention.
- Ron Baldwin, SITSD – The next time the ITB meets on March 6, 2014; we will present the results and recommendations so the Board can help guide the decision based on the results of the RFI.
- Mike Kadas, DOR – For the local government and schools, we need to think of ways of building infrastructure that allows them to participate and claim economies and conveniences that otherwise would not be available to them.
- Anita Banger, SITSD – Both participants were offered to participate and are interested in the outcome including the cost from the RFI.
- Susan Fox, LSD – How can we update our current internal document request systems? Who should use it, when can they use it, and most of all know how to use it, and not have trouble with the searching components.
- Anita Bangert, SITSD – The newer solutions have a better search capability and we need to have a common central system that everyone can and will use no matter what agency they work for.
- Ron Baldwin, SITSD – The systems have the ability to implement a standardized universal vocabulary and can consistently store and find data in terms we are familiar with.
- George Parisot, DLI – The Department of Labor is not just looking for records management; but the focus is looking for automation of business processes and being able to share information.
- Anita Bangert, SITSD – The automated work flow component will lessen the amount of paper being pushed around.

- John Tubbs, DNRC – While I am confident that SITSD will identify resources, they will need to bring it to the budget office and get approval. I do have concerns regarding EPP for executive agencies; I think they will struggle with budget and funding.
- Jennie Stapp, MSL – How does this effort fit with the timeline and the Legislative Work Group, House Joint Resolution 2 and the work the legislature is doing?
- Tammy LaVigne, SITSD – The survey results is scheduled to be presented to the Work Group as a whole in late December early January.
- Jennie Stapp, MSL – For agency's that may be considering records management and to make a request to the EPP process, how would that play to the Legislature if there is a study going on?
- John Tubbs, DNRC – My concern is we will be moving forward with our next budget. We do have near term needs.
- Ron Baldwin, SITSD – I share the urgency; we will have the information in the scheduled report on January 28, 2014; and plan to report to ITMC as well. We ask for a grace period from all agencies and not procure or build systems on their own.
- Julia Dilly, OPI – Work flow process is imperative in moving forward in our department, also finding a solution that will help search for documents. We are currently using a SharePoint for electronic signature and automated workflow on a lot of forms.
- Ron Baldwin, SITSD – The responses to the survey will show us what our enterprise needs as well as the need for a centralized system.
- Anita Bangert, SITSD – We may not want to automate the process. I know there are a lot of tools for automated workflow. I recommend we make sure we automate the right things.
- John Tubbs, DNRC– Is the survey looking at the Human Resources side and going to know how much support this project will need? This is a cultural change for the state.
- Sheila Hogan, DOA – We will have the State Human Resources look into that in combination with SITSD.
- John Tubbs, DNRC – Stated that Mr. Kadas informed the Cabinet last week that DOR has an amazing system that helps them with the dealing of electronic records.
- Sheila Hogan, DOA – Stated since they have the technology capacity, but do they have the human side as well.
- Mike Kadas, DOR – I think so.

SITSD Financial Transparency Rates and Billing – Ron Baldwin
- Ron Baldwin, SITSD – Financial Transparency is how we create and develop rates for the shared services provided. We set rates on service usage and on agency needs or what they will need. The more agencies or people that utilize our services, the lower the rates will go. We do the rate setting on a cyclical basis with a 30 day working capital based on agency projections.
- Mike Kadas, DOR– Do you feel this system is working and do the agencies feel the same?
- Ron Baldwin, SITSD – Financial Transparency is based on honesty, and how the agencies commit to utilization of their budgets. We need to have the right platform needed by the agencies and at same time be affordable to the agencies. Taking advantage

of a centralized shared service platform benefits all agencies and helps lower rates for consumers by half.

- Susan Fox, Legislative – Having the two year budget cycle, is there a way to have more stability and predictability in the rate structure? We do not want to over budget.
- Ron Baldwin, SITSD –We have the responsibility of planning for our future. We provide affordable rates of services that do not tax a particular agency or customer.
- John Tubbs, DNRC – Open source technology and interoperability between systems are driven by the Strategic Plan, below cost alternatives are not available.
- Ron Baldwin, SITSD – Open source generally means sharing information technology, saving millions in operations by leveling cost of licensing. We will also be making a decision on procuring a software tool for Transparent Billing. We need a system that allows agencies to understand their bill and actually meet their own financial budgeting process.

2014 State Strategic Plan – Kyle Hilmer

Kyle Hilmer, SITSD –Presentation and update on the State Strategic Plan.

- Mr. Hilmer went over the MITA IT Planning requirements.
  - o The new format we are using is a template from Gartner. The document will provide a broader prospective of what is going on in the IT community across the State of Montana and meant as a communication vehicle that will support the business objectives.
  - o The content within this document was driven from the Governor's business objectives. Consider it a roadmap or playbook and meant to give guidance. We are providing more information than we have in previous plans including metrics.
  - o SITSD plans to sit down with Gartner to go over our Agency IT Plan. In January, SITSD will put out a template for agencies on how to construct their plans. In March, the State Strategic Plan will be delivered to the Governor's Office, April 1st is the deadline for agencies to submit their plans to SITSD and on June 30th SITSD will complete their approval of those plans.
  - o Call for questions or comments by the middle of January.

Discussions:

- John Tubbs, DNRC – When do comments need to be in?
- Kyle Hilmer, SITSD – The middle of January.
- John Tubbs, DNRC – Thoughts on why the pre-K and early childhood education requirement. Said that if we get our students early on the road of learning, we can hit the goal post if we hit it pre-k.
- Kyle Hilmer, SITSD – I found early childhood material referenced in the State of the State Address.
- Scott Darkenwald, DOJ – Should there be vendor expectations.
- Kyle Hilmer, SITD – There is nothing in the document that speaks of vendors.
- John Tubbs, DNRC – I will focus my comments on the metrics and future outcomes.
- Ron Baldwin, SITSD – The project and contract performance is part of the metrics.
- Kyle Hilmer, SITSD – Informed the group that on page 5 – "Executive Summary" located on the far right hand column – is the heart of the document.

The Road Ahead – Sheila Hogan

- Jennie Stapp, State Library – We need more executive and legislative leadership if we are going to have the kind of Broadband that needs to be brought to the state. We need to address items like education and the increased number of jobs. We are one of the few states that do not have a state level board dedicated to Broadband adoption. In libraries there is a hodge podge of information which makes it difficult to form any kind of policy or deployment plans; this is something this Board should take on as a collaborative approach across the state.
- Ron Baldwin, SITSD – It would be a very valuable discussion especially to build out broadband. I received a lengthy presentation from his network staff on broadband and wireless in Montana. SITSD can take 45 minute presentation on broadband, video conferencing and increasing the speed and ability at the next Board meeting.
- George Parisot, DLI – Capabilities of Miles City Data Center. I think it's important for Board members to have a better understanding of our current infrastructure including the one in Miles City.
- Julia Dilly, OPI – I am interested in the possibility of video conferencing around the state.
- John Tubbs, DNRC –Where is the State of Montana in regards to Social Networking and Communications?
- Geoff Feiss, Montana Telecommunication Association – Would request the posting of the Strategic Plan for public comment. I would like for the Board to include all Stakeholders.
- Jennie Stapp, State Library – We are working with SITSD on a status of geographic information system.

Adjournment
- Next Meeting – March 06, 2014
- Member Forum - none
- Public Comment - none

If you have any future agenda items, please contact Tammy LaVigne at (406) 444-2589.

- Meeting adjourned at 11:51 a.m.